

## **IN THE CLAIMS:**

Claim 1 has been amended as follows:

1. (Currently Amended) A computerized method for obtaining and processing messages for improving a product comprising the steps of:

- a) receiving, at a central database, an electronic form which has been filled out so that it contains a message and information which identifies said product for which an improvement is suggested,
- b) retrieving said message from said electronic form, ~~and~~
- c) based on said information, storing said message in a table of said central database, said table being related to said product; and
- d) after storing said message in said table, scanning said message for predefined terms and, according to terms found in said scanning, forwarding said message to a predefined address.

Claim 2 has been amended as follows:

2. (Currently Amended) The computerized method of claim 1 further comprising the steps of:

obtaining said electronic form through a web page, said web page having a link to said central database, said electronic form having a message field, a list of products, and a submit function; making said electronic form when activating said link; and writing said message in said message field, marking one of said products of said list of products ~~can be marked~~, said marked

product ~~relates~~ relating to said product to be improved, and automatically submitting said electronic form to said central database when said message is written in said message field, said product is marked, and said submit function is activated.

Claim 3 has been amended as follows:

3. (Currently Amended) The computerized method of claim 1, wherein said product is a computer-software product which includes said electronic form, said method comprising the further steps of:

including making said electronic form available when said computer-software is configured on a computer, said electronic form having a message field and a submit function;  
writing said message in said message field; and  
automatically directing said electronic form to said central databank when said submit function is activated and said computer is connected to an information network.

Claim 4 has been cancelled.

4. (Cancelled)

5. (Currently Amended) The computerized method of claim ~~[[4]]~~ 1, comprising predefining said address to be an address related to a marketing department of a manufacturer of said product.

Claim 6 has been amended as follows:

6. (Currently Amended) The computerized method of claim ~~[[4]]~~ 1, comprising predefining said address to be an address related to a product development department of a manufacturer of said product.

7. (Original) The computerized method of claim 2, comprising adapting said list of products to a person who downloads said Web page.

Claim 8 has been amended as follows:

8. (Currently Amended) A system comprising of:

an electronic form having a message field, a list of products, a submit function;

a central database which contains tables respectively related to products in said list of products;

said electronic form being obtainable through a web page which can be downloaded with a computer connected to the Internet;

said electronic form being filled out by writing a message via said computer in said message field and by marking one of the products of said list of products;

said electronic form which is filled out being conveyed to said central database by activating said submit function; ~~and~~

said central database storing said message based on the marked product in a table of, from among said tables, related to said marked product; and

said central database comprising a scanner which scans said message for predefined terms and forwards said message to a predefined address according to terms found in scanning said message.

Claim 9 has been cancelled.

9. (Cancelled)

Claim 10 has been amended as follows:

10. (Currently Amended) The system of claim [[9]] 8, wherein said address is related to a marketing department of a manufacturer of said product.

Claim 11 has been amended as follows:

11. (Currently Amended) The system of claim [[9]] 8, wherein said address is related to a product development department of a manufacturer of said product.

12. (Original) The system of claim 8, wherein said computer adapts said list of products according to a person who downloads said Web page.

Claim 13 has been amended as follows:

13. (Currently Amended) A computerized method for obtaining and processing messages for improving a work routine comprising the steps of:

- a) receiving, at a central database, an electronic form which has been filled out so that it contains a message and information which identifies said work routine for which an improvement is suggested,
- b) retrieving said message from said electronic form, and
- c) based on said information, storing said message in a table of said central database, said table being related to said work routine; and
- d) after storing said message in said table, scanning said message for predefined terms and, according to terms found in said scanning, forwarding said message to a predefined address.

Claim 14 has been amended as follows:

14. (Currently Amended) The computerized method of claim 13 further comprising the steps of:

obtaining said electronic form through a web page, said web page having a link to said central database, said electronic form having a message field, a list of work routines, and a submit function;

making said electronic form available when activating said link; and

writing said message in said message field, marking one of said ~~products of~~ work routines in said list of ~~products can be marked~~ work routines, said marked work routine ~~relates~~ relating to said ~~product~~ work routine to be improved, and automatically submitting said electronic form to said central database when said message is written in said message field, said work routine is marked, and said submit function is activated.

Claim 15 has been amended as follows:

15. (Currently Amended) The computerized method of claim 13, wherein said work routine is related to a computer-software product which includes said electronic form, said method comprising the further steps of:

~~including~~ making said electronic form available when said computer-software is configured on a computer, said electronic form having a message field and a submit function;

writing said message in said message field; and

automatically directing said electronic form to said central databank  
when said submit function is activated and said computer is  
connected to an information network.

Claim 16 has been cancelled.

16. (Cancelled)

Claim 17 has been amended as follows:

17. (Currently Amended) The computerized method of claim 13,  
comprising adapting said list of ~~products~~ work routines to a person who  
downloads said Web page.

Claim 18 has been amended as follows:

18. (Currently Amended) A system comprising of:

an electronic form having a message field, a list of ~~products~~ work  
routines, a submit function;

a central database which contains tables respectively related to work  
routines in said list of work routines;

said electronic form being obtainable through a web page which can be  
downloaded with a computer connected to the Internet;

said electronic form being filled out by writing a message via said  
computer in said message field and by marking one of the work  
routines of said list of work routines;

said electronic form which is filled out being conveyed to said central  
database by activating said submit function; and

said central database storing said message based on the marked  
~~product~~ work routing in a table of said tables related to said  
marked ~~product~~ work routines; and  
said central database comprising a scanner which scans said message  
for predefined terms and forwards said message to a predefined  
address according to terms found in scanning said message.

Claim 19 has been cancelled.

19. (Cancelled)

20. (Original) The system of claim 18, wherein said computer adapts  
said list of products according to a person who downloads said Web page.